

DEPARTMENT OF THE ARMY
US ARMY WHITE SANDS MISSILE RANGE
White Sands Missile Range, New Mexico 88002

WSMR Regulation
No. 25-1

15 July 2002

Information Management
CLASS B UNOFFICIAL TELEPHONE ACCOUNTS

1. PURPOSE. This regulation assigns responsibilities and prescribes policies and procedures on Class B telephone accounts by unofficial telephone subscribers at White Sands Missile Range (WSMR), New Mexico.
2. APPLICABILITY. This regulation applies to all unofficial telephone subscribers serviced by the Information Operations Directorate (CSTE-DTC-WS-IO) at WSMR.
3. REFERENCES.
 - a. Paras 6-3c(4), 6-3n, AR 25-1, Army Information Management, 15 Feb 00.
 - b. DFAS-IN 37-1 Regulation.
 - d. Chap. 8, Vol. 8, DoD 7000.14-R, Financial Management Regulation.
4. EXPLANATION OF ABBREVIATIONS AND TERMS.
 - a. Abbreviations:
 - (1) RMAC is the Robert Morris Acquisition Center (at WSMR) of the Army Materiel Command Acquisition Center (at Aberdeen Proving Ground, MD), i.e., local federal contracting office, 678-3876.
 - (2) RM-F is the Managerial Accounting Division, Resource Management Directorate, WSMR, 678-4342.
 - (3) IO-IT is the Central Main Telephone Office, Information Operations Directorate, WSMR, 678-1111 and Customer Service: 678-2300.

*This regulation supersedes WSMR Regulation 37-1, 16 January 1985.

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b. Terms:

(1) Class B Unofficial Telephone Service. Telephone service provided to residents of on-post housing, non-appropriated fund activities, contractors, and other unofficial subscribers. (Para 6-3c(4), AR 25-1).

(2) Geographical Dependents. A soldier's family member who resides at WSMR while the service member is on permanent duty assignment at some other station, e.g., Yemen or Korea.

(3) Late vs. Delinquent Account. A statement of account or telephone bill that is unpaid by the due date on the invoice is "late." A statement of account or telephone bill that is unpaid 30 days after the due date on the invoice is "delinquent." The difference is that delinquency opens the subscriber to suspension of service. For example, telephone bills due on 2 April, become late on 3 April, are delinquent on 3 May, and subject to disconnection 13 May (10 days after becoming delinquent).

(4) Subscriber is the person to whom WSMR provides unofficial telephone service.

4. POLICY. WSMR may disconnect telephone service to a Class B unofficial telephone account that is delinquent.

5. RESPONSIBILITIES.

a. Class B unofficial telephone service subscribers are responsible to:

(1) Pay bills in full on time; arrange for payment if unable to pay in full or on time.

(2) Report any financial irregularities upon receipt of the telephone account to Managerial Accounting, RM-F, 678-4342, within five workdays of receipt of telephone bill.

(3) Call IO-IT Customer Service at 678-2300 if telephone bill has not been received by the end of the month; non-receipt of bill does not relieve a subscriber of responsibility to pay on time.

(4) Pay RM-F in advance of the scheduled payment date when going on temporary duties, leave, or other types of absence.

(5) Settle the account if the subscriber leaves military or civil service, permanently changes station, leaves employment with a contractor, or otherwise terminates telephone service.

(6) Report to his/her commander, if the subscriber is military, upon being advised by RM-F, in writing, that the account is delinquent.

(7) Refer to the Staff Judge Advocate Office any legal process, such as notice of bankruptcy, subpoena, and summons.

b. Commanders/Directors are responsible for:

(1) Reviewing Delinquent Telephone Statement of Accounts list provided by RM-F.

(2) Counseling soldiers or civil servants that appear to be ignoring or unable to pay delinquent telephone accounts.

(3) Assisting RM-F, as necessary, to settle delinquent telephone accounts.

c. The Debt Management Office of Managerial Accounting (RM-F, 678-4342) is responsible for:

(1) Collecting payments on Statement of Account through the office it maintains staffed with an Accounting Technician, at Building 124, Room 350, during the hours of 0830 to 1530, Monday through Thursday, and 0830 to 1430 working Fridays (alternate Fridays are off under the Compressed Test Schedule in effect at the time of this regulation's publication).

(2) Maintaining a current list of unofficial telephone accounts receivable.

(3) Preparing a monthly list of Delinquent Statements of Account.

(4) Computing the interest charge for late payment. The interest rate changes on a quarterly basis and is computed as of the date of delinquency on each 30-day period or portion thereof.

(5) Coordinating with commanders and directors on action necessary to settle delinquent telephone bills when service members are involved.

(6) Contacting DA civilians, geographical dependents, or other users of unofficial telephone service to make arrangements for settling delinquent accounts.

(7) Referring delinquent accounts to WO-MP (Army), commanders (other military), RM-F (civil service) or RMAC (contractor) for collection when they cannot be settled.

(8) Coordinating with IO-IT on actions taken to reestablish telephone service to subscribers whose service has been disconnected because of delinquency.

(9) Coordinating with IO-IT on the list of telephone numbers or names of individuals, who may have telephone service reinstated.

d. IO-IT is responsible for:

(1) Providing Class B service to unofficial telephone service subscribers.

(2) Disconnecting and reconnecting unofficial telephone services as indicated by RM-F.

(3) Notifying delinquent telephone subscribers, in writing, before the discontinuance of their telephone service.

(4) Providing IO-IT with a list of telephone numbers to be disconnected or to have telephone access limited to local calls only for nonpayment of delinquent telephone accounts. If telephone service is restricted, monthly charges will continue and user will incur a restoration charge. If telephone service is disconnected, and not restored in 60 days, the same telephone number is not guaranteed.

6. PROCEDURES.

a. Billing: Information Operations Directorate (CSTE-DTC-WS-IO-IT) will issue or mail telephone bills to Class B subscribers on a Statement of Account.

b. Paying: Telephone subscribers will:

(1) Pay amounts due on telephone accounts not later than the due date that appears on the Statement of Account.

(2) By check, or money order payable to "Treasury General Account, WSMR" (no cash):

(a) In person, to RM-F at Building 124, Room 350, during the hours of 0830 to 1530, Monday through Thursday, and 0830 to 1430, working Fridays (alternate Fridays are off under the Compressed Test Schedule in effect at the time of this regulation's publication);

(b) At the drop box located on the northwest end of Building 124. Payments made using the drop box must be deposited before 1400 on the day the bill is due to be credited as on time; or,

(c) By mail to:

Commander, WSMR
U.S. Army White Sands Missile Range
ATTN: CSTE-DTC-WS-RM-F
White Sands Missile Range, NM 88002

(d) Do not mail your payment to any other address; doing so, only delays your payment.

c. Handling Delinquent Accounts:

(1) Telephone bills not paid after 30 days from the due date that appears on the Statement of Account become delinquent.

(2) RM-F will:

(a) Contact the subscriber, in writing, when the account is delinquent.

(b) Promptly notify the IO-IT to disconnect the delinquent subscriber promptly to preclude the accrual of additional charges by the subscriber.

(c) Charge a delinquent account a \$15 fee for processing and handling.

(d) Assess interest penalties (once RM-F sets the interest, it remains at that rate until the subscriber pays the debt off, unaffected by any later changes in the U.S. Treasury rates).

(e) Collect a deposit of \$100 or the average of the last two-month's bills, whichever is greater.

(f) Prepare a "For Official Use Only" list of delinquent telephone accounts and send it through the CFO to the CG with copies furnished to the commanders or directors who employ the delinquents.

(g) Notify IO-IT when subscribers have settled delinquent accounts.

(3) IO-IT will:

(a) Disconnect delinquent subscribers upon notification by RM-F.

(b) Not reconnect service disconnected for delinquency without notice from or the concurrence of RM-F.

(c) Charge any reconnect fee to the next month's bill.

(4) A subscriber:

(a) Should immediately contact the Debt Management Office (RM-F) at 678-4342, Building 124, Room 350, if notified that the telephone bill is delinquent and make arrangements to settle the account.

(b) Must settle all past-due accounts before asking that telephone service be re-established. Requests for re-establishment of telephone service may be made by contacting IO-IT, 678-2300.

(c) Must settle all telephone accounts upon departure from WSMR and furnish RM-F a forwarding address or permanent home of record for any charges that may fall after departure before RM-F will sign off on the EWS Form 1128 (Installation Clearance Record).

(5) RM-F will refund any deposit if the subscriber leaves military service, permanently changes station, or terminates telephone service, and pays all outstanding debts due the U.S. Government for telephone service.

(6) If a subscriber does not or cannot pay the delinquent account, RM-F will refer delinquent accounts to WO-MP (Army), commanders (other military), RM-F (civil service), or RMAC (contractor) for collection when they cannot be settled. WO-MP may collect the amount due by payroll deduction from soldiers with or without their consent, if the soldier has been notified and the commander concurs. Civil Service employees may agree to payroll deduction. If they do not, RM-F may initiate involuntary collection action through DFAS. Contractor employees should be contacted through RMAC.

(CSTE-DTC-WS-IO)

FOR THE COMMANDER:

//S// VICKI L. WARREN
Colonel, Military Police
Garrison Commander

DISTRIBUTION:

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